

FamilyNet ORCHIDS-MDE Release Information

September 8, 2009

Why Did I Receive This Information?

We are releasing a new version of ORCHIDS-MDE, in order to make some improvements in the data system. To access the new version, you do not have to do anything. FamilyNet will update itself automatically when you log in for the first time on or after Tuesday, September 8, 2009.

With each new release of ORCHIDS, you will receive this notice, which describes new features and “bug” fixes in the system. Some of these improvements may have policy and practice implications, and these implications are described under the section called “Policy/Practice Implications of System and Form Improvements.”

How Is This Information Relevant to Me?

Information in these release notes is relevant to all ORCHIDS users, because the information can apply to nursing practice, data entry, and reports.

This document contains the following sections:

- **Policy/Practice Implications of System and Form Improvements**
This section describes policy/practice implications of any changes to the system and/or forms. This section will be relevant to nurses, staff who enter data, and staff who use reports.
- **System Improvements**
This section lists improvements in the system, which were not related to policy changes. This section will be most relevant to staff who enter data and staff who use reports.
- **Form Improvements**
This section shows additional form improvements that were not included in the Policy/Practice Implications or System Improvements section. This section will be relevant to nurses and staff who enter data.
- **Known Issues in the System**
This section describes any known issues in the system, along with solutions and/or workarounds. This section will be relevant to nurses, staff who enter data, and staff who use reports.

If there is no information to address within a section, the note “No changes to report.” will appear.

Policy/Practice Implications of System and Form Improvements

MCM Reimbursement Rate Increased on January 1, 2009

Policy/Practice Implications:

DMAP recently notified Office of Family Health staff that the reimbursement rates for MCM procedure codes increased by 3.5%. This COLA (cost-of-living adjustment) went into effect on January 1, 2009. It applies to all dates of service on or after January 1, 2009.

The new 2009 rates are:

G9001 – Initial Assessment: \$24.59

G9002 – Full Service Case Management: \$75.06

G9005 – Full Service High Risk Case Management: \$128.67

G9006 – Home Assessment: \$42.89

G9009 – Partial Service Case Management: \$37.53

G9010 – Partial Service High Risk Case Management: \$64.34

G9011 – Telephone Visit: \$10.72

G9012 – Case Management Visit: \$42.89

S9470 – Nutritional Assessment: \$47.29 (Note: ORCHIDS no longer bills this procedure code.)

If you submitted MCM reimbursement claims through ORCHIDS for dates of service on or after January 1, 2009, the claims were submitted with the 2008 rates. Any 2009 claims that paid out at the 2008 rates were underpaid. It will be necessary for you to complete an Individual Adjustment Request (DMAP 1036 form) to recover the 3.5% reimbursement increase. On the DMAP 1036 form, request the additional payment by changing the billed amount to the new rate. The type of adjustment will be an "underpayment." According to DMAP, simply re-billing a paid claim will result in a denial, because the MMIS will judge it to be a duplicate request for reimbursement.

For directions on how to complete and file an Individual Adjustment Request (DMAP 1036 form), please refer to pages 41-43 of the "Medical-Surgical Services: Supplemental Billing Information for Oregon Medicaid Providers" document:

<http://www.dhs.state.or.us/policy/healthplan/guides/medsurg/med-surgsupp0609.pdf>

System Changes:

ORCHIDS will begin submitting the 2009 rates on claims for services that occurred on or after January 1, 2009. The new rates will process for the first time on Saturday night, September 12. Any claims for 2009 dates of services that resulted in payment of the 2008 rates should be adjusted using the Individual Adjustment Request (DMAP 1036 form) to recover the additional 3.5% increase.

Please note:

1. New claims for 2009 dates of service will request the 2009 reimbursement rates, if they process on or after September 12.
2. Any claims for 2009 dates of service, which ORCHIDS submitted with 2008 rates and which MMIS happened to deny for unrelated reasons, can be corrected and re-billed through ORCHIDS (or within MMIS).
3. Any claims for 2009 dates of service, which ORCHIDS submitted with the 2008 rates and which received a billing error in ORCHIDS, can be corrected and resubmitted through ORCHIDS.

4. Any claims for 2009 dates of service, which the MMIS reimbursed at 2008 rates, will need to be adjusted, not rebilled. Rebilling paid claims will result in denials.

System Improvements

New Field: “Estimated Date of Next Visit”

A new field called “Estimated Date of Next Visit” was added to the Babies First!, CaCoon, and MCM/MOP screens. The new field appears on Visit Tab 3 of Babies First! and CaCoon, and on the Billing Tab of MCM/MOP.

Although it is possible and permissible to enter and save a date in this field, the field will not be added to forms or any ORCHIDS reports until December of 2009. More details about this new field will become available before December.

Forms Improvements

No changes to report. Forms will change in December of 2009. Current version of forms (3/2/2009) are available on this website: http://www.oregon.gov/DHS/ph/ch/orchids_train.shtml

Known Issues in the System...

Issue 1: On the “Client Search” screen, I entered the first three letters of the client’s Last Name, the first three letters of the client’s First Name, and my Agency. When I clicked on the “Search” button, I received the message, “Sorry, no clients were found that match your criteria.”

Solution 1: Do not use the “Agency” field to perform a client search. The “Agency” field does not work correctly when a client has been enrolled in services in multiple agencies. Instead of the client showing up in the search results, you will receive a message that says no clients were found.

For more information on previous FamilyNet ORCHIDS-MDE Release Notes or to download the latest forms, please visit the ORCHIDS website:

<http://www.oregon.gov/DHS/ph/ch/orchids.shtml>

Have questions or need more information? Contact ORCHIDS Application Support, (971) 673-0382 or orchids.app-support@state.or.us